GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:6321
ANSWERED ON:12.04.2017
PNR Status Enquiry System
Raghavan Shri M. K.

Will the Minister of RAILWAYS be pleased to state:

(a) whether it has come to the notice of the Government that the PNR status enquiry facility of the railways most often gives repeated reply as Railway Servers are currently under routine maintenance;

(b) if so, the nature of maintenance that is being undertaken almost throughout the day and the purpose of maintaining such a facility; and

(c) the action taken to ensure that such public oriented facilities are available 24x7 for the convenience of the public?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI RAJEN GOHAIN)

(a) It is observed that occasionally PNR enquiry gets affected due to heavy traffic on the enquiry website www.indianrail.gov.in.
(b) As per standard maintenance practices, the activities undertaken include monitoring the concurrent user status, CPU/memory utilization, Disc management of servers, network status etc.
(c) The traffic handling capacity of the website is augmented periodically by adding servers and modifying software to improve the response time.
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